Existing Patient
Security Services Migration

Greenway Health is requiring all patient portal users to update their login information to make the portal more secure. For users who currently share an email address to access the portal, we will be asking that you establish unique email addresses, one email for each patient accessing the portal, with the exception of minor patients. Follow the steps below to migrate to the Security Services platform.

1. Enter current username

When presented with the My Health Record sign in screen on myhealthrecord.com, enter your current username and select Continue.
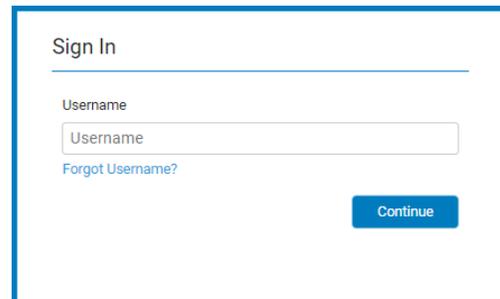
Sign In

Username

| Username |

Forgot Username?

[Continue]

2. Enter current password

Enter your current password for your portal account and select Continue.

Result: The system validates whether you are already registered on the new platform and, if so, logs you into the portal. If not, the system presents you with the first step in the process, Step 3.
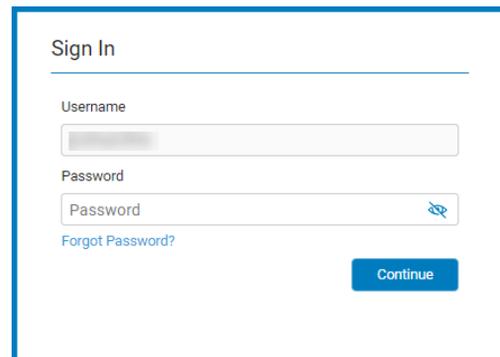
Sign In

Username

| |

Password

| Password |

Forgot Password?

[Continue]

3. Confirm/update email address

Enter the email address currently associated with your portal account that is **not** currently being used for any other portal accounts.

In some cases, you may see the Email Address field is prefilled. This means that the email address is unique and not already being used by any other accounts. You can use this email or clear the address field and select a new one if you would like. Select Continue.

Click **here** for help with creating a new email address.
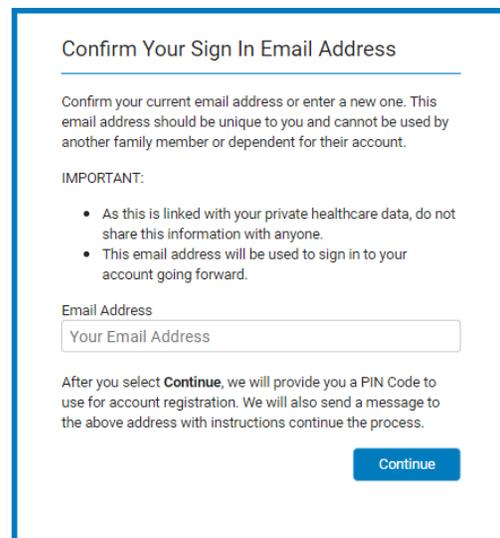
Confirm Your Sign In Email Address

Confirm your current email address or enter a new one. This email address should be unique to you and cannot be used by another family member or dependent for their account.

IMPORTANT:

- As this is linked with your private healthcare data, do not share this information with anyone.
- This email address will be used to sign in to your account going forward.

Email Address

| Your Email Address |

After you select **Continue**, we will provide you a PIN Code to use for account registration. We will also send a message to the above address with instructions continue the process.

[Continue]

4. Retrieve PIN code

A Success message will prompt you to check your email for a confirmation containing a PIN code.

Once you have received your confirmation email, copy the PIN code, return to My Health Record, and select Continue.
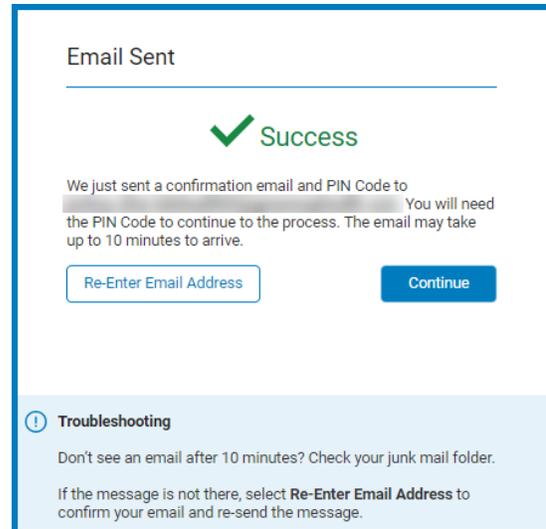
Email Sent

✓ **Success**

We just sent a confirmation email and PIN Code to ⬚⬚⬚ You will need the PIN Code to continue to the process. The email may take up to 10 minutes to arrive.

Re-Enter Email Address   **Continue**

⚠ **Troubleshooting**

Don't see an email after 10 minutes? Check your junk mail folder.

If the message is not there, select **Re-Enter Email Address** to confirm your email and re-send the message.

5. Create new password

Your account information is prefilled based on the previous entries. Enter a new password and the PIN code received in the email. Then, select Save Password.

Make note of your new password as you will need it to log in to the portal in the future.

A Success message will display, indicating that you have successfully registered.

You will then be redirected back to the patient portal sign in screen, where you can use your current username and new password to sign into the new My Health Record platform.
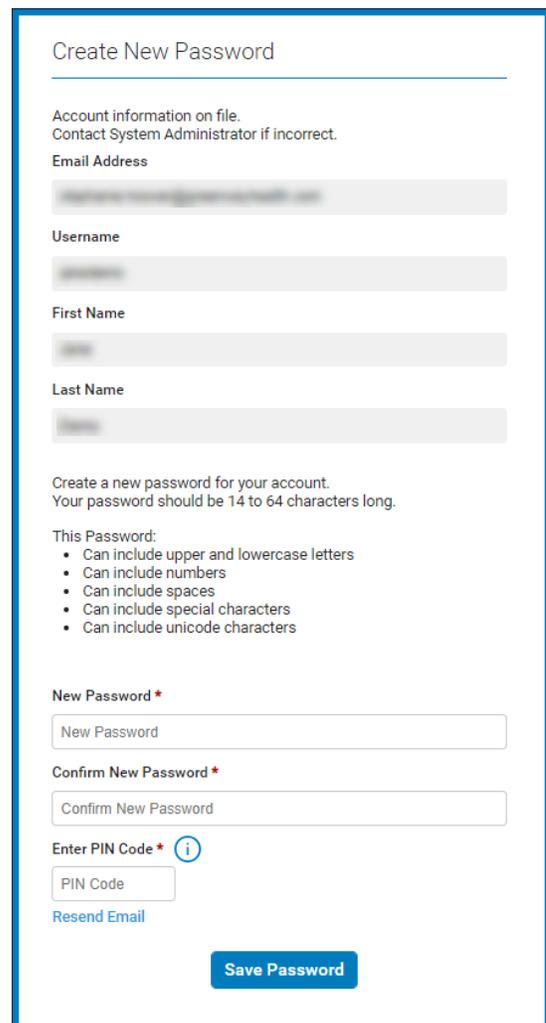
Create New Password

Account information on file.
Contact System Administrator if incorrect.
Email Address

Username

First Name

Last Name

Create a new password for your account.
Your password should be 14 to 64 characters long.

This Password:
- Can include upper and lowercase letters
- Can include numbers
- Can include spaces
- Can include special characters
- Can include unicode characters

New Password *

New Password

Confirm New Password *

Confirm New Password

Enter PIN Code * ⓘ

PIN Code

Resend Email

Save Password

For more information, refer to Sign In Help or contact your practice.